AMENDMENTS

In the Claims

Marked Up Version Of The Pending Claims under 37 C.F.R. 1.121(c)(1)(ii):

In accordance with 37 C.F.R. 1.121(c)(1)(ii), the Applicant submits the following marked up version, wherein the markings are shown by strikethrough (for deleted matter) and/or underlining (for added matter):

1. (currently amended) A computer-readable medium having tangibly stored thereon computer-executable instructions causing a computer to perform a method comprising~~A method for managing outages of information technology resources, comprising~~:

collecting infrastructure performance data;

collecting process data;

correlating the infrastructure performance data and the process data, the correlating including determining associations for individual resources between the infrastructure performance data and the process data, the determining in reference to a common data object, the determining including identifying a particular resource by a common name in the common data object, wherein data associated with the common name of each information technology resource is aggregated between various data sources of the infrastructure performance data and the process data; and

generating a risk profile from the correlated data.

2. (currently amended)The computer-readable medium~~method~~ as in claim 1, wherein collecting infrastructure performance data is performed concurrently with collecting process data.

3. (currently amended)The computer-readable medium~~method~~ as in claim 1, wherein collecting infrastructure performance data further comprises:

collecting infrastructure performance data from at least one automated testing tool, wherein the infrastructure performance data further comprises at least one of application performance data, server error logs, application post mortem data, and outage data.

4. (currently amended)The computer-readable medium~~method~~ as in claim 1, wherein collecting process data further comprises:

collecting process data from at least one manual-work-process tracking system.

5. (currently amended)The computer-readable medium~~method~~ as in claim 4, wherein collecting process data from at least one manual-work-process tracking system further comprises:

collecting process data from at least one change control system.

6. (currently amended)The computer-readable medium~~method~~ as in claim 4, wherein collecting process data from at least one manual-work-process tracking system further comprises:

collecting process data from at least one root-cause analysis system.

7. (currently amended)The computer-readable medium~~method~~ as in claim 4, wherein collecting process data from at least one manual-work-process tracking system further comprises:

collecting process data from at least one service-level control system.

8. (currently amended)The computer-readable medium~~method~~ as in claim 1, wherein the correlating further comprises:

correlating application data, server data and database data from the infrastructure performance data and the process data.

9. (currently amended)The computer-readable medium~~method~~ as in claim 1, wherein the correlating further comprises:

correlating the infrastructure performance data and the process data for each of the information technology resources, in reference to organizational control of the resources.

10. (currently amended)The computer-readable mediummethod as in claim 1, wherein the correlating further comprises:

correlating at least one type of resource data selected from the group consisting of application resource data, server resource data and database resource data, in reference to a common data object.

11. (currently amended)The computer-readable mediummethod as in claim 1, wherein generating a risk profile further comprises:

generating a risk score from a frequency of outages in the infrastructure performance data and a frequency of changes in the process data, for each of the information technology resources.

12. (currently amended)The computer-readable mediummethod as in claim 1, wherein the infrastructure performance data further comprises at least one measurement of performance for an information technology resource and the process data further comprises at least one measurement of activity for the information technology resource, and generating a risk profile further comprises:

generating a score for each of the measurements, each measurement being multiplied by a weighting value associated with each measurement, yielding a plurality of scores; and

summing the plurality of scores, yielding a risk score.

13. (currently amended)The computer-readable mediummethod as in claim 12, wherein generating a score for each of the measurements further comprises:

generating the score with a higher magnitude for an increasing frequency of outages of the information technology resource as indicated in the infrastructure performance data; and

generating the score with a higher magnitude for an increasing frequency of changes of the information technology resource as indicated in the process data.

14. (currently amended)The computer-readable mediummethod as in claim 12, wherein generating a score for each of the measurements further comprises:

generating the score with a lower magnitude for a decreasing frequency of outages of the information technology resource as indicated in the infrastructure performance data; and

generating the score with a lower magnitude for a decreasing frequency of changes of the information technology resource as indicated in the process data.

15. (currently amended)The computer-readable medium~~method~~ as in claim 1, wherein a higher risk score is generated for information technology resources having an increasing frequency of outages.

16. (withdrawn)A method for predicting outages of an information technology resource, comprising:

generating a singular risk score from infrastructure performance data of the information technology resource and process data of the information technology resource; and

providing an alert to a user when the singular risk score exceeds a predetermined threshold.

17. (withdrawn)The method as in claim 16, wherein a higher singular risk score is generated for an increasing frequency of outages of the information technology resource.

18. (withdrawn)The method as in claim 16, wherein generating a singular risk score further comprises:

generating the singular risk score with a higher magnitude for an increasing frequency of outages of the information technology resource as indicated in the infrastructure performance data;

generating the singular risk score with a higher magnitude for an increasing frequency of changes of the information technology resource as indicated in the process data;

generating the singular risk score with a lower magnitude for a decreasing frequency of outages of the information technology as indicated in the infrastructure performance data; and

generating the singular risk score with a lower magnitude for a decreasing frequency of changes of the information technology as indicated in the process data.

19. (withdrawn)The method as in claim 16, wherein generating a singular risk score further comprises:

generating the singular risk score in correspondence to the frequency of outages indicated in the infrastructure performance data and in correspondence to the frequency of changes in the process data.

20. (withdrawn)The method as in claim 16, wherein the infrastructure performance data further comprises at least one measurement of performance and the process data further comprises at least one measurement of activity, and generating a singular risk score further comprises:

generating a singular score for each of the measurements, each measurement being multiplied by a weighting value associated with each measurement, yielding a plurality of weighted scores; and

summing the plurality of weighted scores, yielding the singular risk score.

21. (withdrawn)The method as in claim 16, the method further comprising:

collecting (304) the process data (208)from at least one manual-work-process tracking system;

collecting the infrastructure performance data; and

correlating the infrastructure performance data and the process data.

22. (withdrawn)The method as in claim 21, wherein collecting process data from at least one manual-work-process tracking system further comprises:

collecting process data from at least one change control system.

23. (withdrawn)The method as in claim 21, wherein collecting infrastructure performance data further comprises:

collecting infrastructure performance data from at least one automated testing tool, and wherein the infrastructure performance data further comprises at least one of application performance data, server error logs, application post mortem data, and outage data.

24. (withdrawn)The method as in claim 21, wherein the correlating further comprises:

correlating application data, server data and database data from the infrastructure performance data and the process data.

25. (currently amended) A computer-readable medium having tangibly stored thereon computer-executable instructions causing a computer to perform a method comprising~~A method for managing data that is predictive of reliability of an information technology system, comprising~~:

collecting process data associated with at least one information technology resource;

collecting infrastructure performance data associated with the at least one information technology resource; and

correlating the infrastructure performance data and the process data for the information technology resource in which associations for individual resources between the infrastructure performance data and the process data are determined in reference to common data object, in which a particular resource is identified by a common name in the common data object, in which data associated with the common name of each information technology resource is aggregated between various data sources of the infrastructure performance data and the process data.

26. (currently amended)The computer-readable medium~~method~~ as in claim 25, wherein collecting infrastructure performance data is performed after collecting process data.

27. (currently amended)The computer-readable medium~~method~~ as in claim 25, wherein collecting infrastructure performance data further comprises:

collecting infrastructure performance data from at least one automated testing tool, wherein the infrastructure performance data further comprises at least one of application performance data, server error logs, application post mortem data, and outage data.

28. (currently amended)The computer-readable medium~~method~~ as in claim 25, wherein collecting process data further comprises:

collecting process data from at least one software-change control system.

29. (currently amended)The computer-readable medium~~method~~ as in claim 25, wherein collecting process data further comprises:

collecting process data from at least one root-cause analysis system.

30. (currently amended)The computer-readable mediummethod as in claim 25, wherein collecting process data from further comprises:

collecting process data from at least one service-level control system.

31. (currently amended)The computer-readable mediummethod as in claim 25, wherein the correlating further comprises:

correlating application data, server data and database data from the infrastructure performance data and the process data.

32. (currently amended)The computer-readable mediummethod as in claim 25, wherein the correlating further comprises:

correlating the infrastructure performance data and the process data for the at least one information technology resource, in reference to organizational control of the resource.

33. (currently amended)The computer-readable mediummethod as in claim 25, wherein the correlating further comprises:

correlating at least one type of resource data selected from the group consisting of application resource data, server resource data and database resource data, in reference to a common data object.

34. (currently amended)The computer-readable mediummethod as in claim 25, the method further comprising:

generating a risk score for each of the at least one information technology resource from the infrastructure performance data and the process data, wherein the magnitude of each risk score is in correspondence to the frequency of outages indicated in the infrastructure performance data and wherein the magnitude of each risk score is in correspondence to the frequency of changes in the process data.

35. (currently amended)The computer-readable mediummethod as in claim 34, wherein the infrastructure performance data further comprises at least one measurement of performance and the process data further comprises at least one measurement of activity, and generating a risk profile further comprises:

generating a plurality of scores by multiplying each measurement with a weighting value associated with each measurement; and

generating a risk score from a sum of the plurality of scores.

36. (currently amended)A computer-readable medium having tangibly stored thereon computer-executable instructions causing a computer to perform a method comprising~~A method for assessing reliability of a plurality of information technology resources, comprising~~:

collecting infrastructure data;

collecting process data;[[and]]

correlating the infrastructure data and the process data, the correlating including determining associations for individual resources between the infrastructure performance data and the process data, the determining in reference to a common data object, the determining including identifying a particular resource by a common name in the common data object, wherein data associated with the common name of each information technology resource is aggregated between various data sources of the infrastructure performance data and the process data; and

generating a risk profile for each of the plurality of information technology resources, from the correlated infrastructure data and the process data.

37. (currently amended)The computer-readable medium~~method~~ as in claim 36, wherein collecting process data further comprises:

collecting process data from at least one manual-work-process tracking system.

38. (currently amended)The computer-readable medium~~method~~ as in claim 36, wherein collecting process data from at least one manual-work-process tracking system further comprises:

collecting process data from at least one change control system.

39. (currently amended)The computer-readable medium~~method~~ as in claim 36, wherein collecting process data from at least one manual-work-process tracking system further comprises:

collecting process data from at least one root-cause analysis system.

40. (currently amended)The computer-readable mediummethod as in claim 36, wherein collecting process data from at least one manual-work-process tracking system further comprises:

collecting process data from at least one service-level control system.

41. (currently amended)The computer-readable mediummethod as in claim 36, wherein collecting infrastructure data further comprises:

collecting infrastructure data from at least one automated testing tool.

42. (withdrawn)The method as in claim 36, wherein the method further comprises:

correlating the infrastructure data and the process data,

and generating a risk profile further comprises:

generating a risk profile from the correlated data.

[[.]]

43. (currently amended)The computer-readable mediummethod as in claim 42, wherein the correlating further comprises:

correlating application data, server data and database data from the infrastructure data and the process data for each of the information technology resources.

44. (currently amended)The computer-readable mediummethod as in claim 36, wherein generating the[[a]] risk profile further comprises:

generating the[[a]] risk score from the infrastructure data and the process data, wherein the magnitude of the risk score corresponds to the frequency of outages indicated in the infrastructure data and wherein the magnitude of the risk score corresponds to the frequency of changes in the process data, for each of the plurality of information technology resources.

45. (currently amended)The computer-readable mediummethod as in claim 36, wherein the infrastructure data further comprises at least one measurement of performance for each of the plurality of information technology resources and the process data further comprises at least one

measurement of activity for each of the plurality of information technology resources, and generating the[[a]] risk profile further comprises:

generating a score for each of the at least one measurement, each measurement being multiplied by a weighting value associated with each measurement, yielding at least one score; and

summing the at least one score, yielding a risk score.

46. (currently amended)The computer-readable mediummethod as in claim 45, wherein generating a score further comprises:

generating the score with a higher magnitude for resources having an increasing frequency of outages as indicated in the infrastructure data; and

generating the score with a higher magnitude for resources having an increasing frequency of changes as indicated in the process data.

47. (currently amended)The computer-readable mediummethod as in claim 45, wherein generating the[[a]] risk score further comprises:

generating the risk score with a lower magnitude for resources having a decreasing frequency of outages as indicated in the infrastructure data; and

generating the risk score with a lower magnitude for resources having a decreasing frequency of changes as indicated in the process data.

48. (currently amended)The computer-readable mediummethod as in claim 36, wherein a higher risk score is generated for resources having an increasing frequency of outages.

49. (currently amended)A computer-readable medium having tangibly stored thereon computer-executable instructions causing a computer to perform a method comprisingA computer-accessible medium having executable instructions to manage outages of information technology resources, the executable instructions capable of directing a processor to perform:

collecting infrastructure performance data from at least one automated testing tool, wherein the infrastructure performance data further comprises at least one of application performance data, server error logs, application post mortem data, and outage data;

collecting process data from at least one of a one service-level control system, a change

control system, a root-cause analysis system;

correlating the infrastructure performance data and the process data in which associations for individual resources between the infrastructure performance data and the process data are determined in reference to common data object, in which a particular resource is identified by a common name in the common data object, in which data associated with the common name of each information technology resource is aggregated between various data sources of the infrastructure performance data and the process data; and

generating a risk profile for each of the information technology resources from a frequency of outages in the correlated data and a frequency of changes in the correlated data.

50. (original)The computer-accessible medium as in claim 49, wherein collecting infrastructure performance data is performed concurrently with collecting process data.

51. (original)The computer-accessible medium as in claim 49, wherein the correlating further comprises:

correlating application data, server data and database data from the infrastructure performance data and the process data.

52. (original)The computer-accessible medium as in claim 49, wherein the correlating further comprises:

correlating the infrastructure performance data and the process data for each of the information technology resources, in reference to organizational control of the resources.

53. (original)The computer-accessible medium as in claim 49, wherein the infrastructure performance data further comprises at least one measurement of performance for an information technology resource and the process data further comprises at least one measurement of activity for the information technology resource, and generating a risk profile further comprises:

generating a score for each of the measurements, each measurement being multiplied by a weighting value associated with each measurement, yielding a plurality of scores; and

summing the plurality of scores, yielding a risk score.

54. (original)The computer-accessible medium as in claim 53, wherein generating a score for

each of the measurements further comprises:

generating the score with a higher magnitude for an increasing frequency of outages of the information technology resource as indicated in the infrastructure performance data;

generating the score with a higher magnitude for an increasing frequency of changes of the information technology resource as indicated in the process data;

generating the score with a lower magnitude for a decreasing frequency of outages of the information technology resource as indicated in the infrastructure performance data; and

generating the score with a lower magnitude for a decreasing frequency of changes of the information technology resource as indicated in the process data.

55. (withdrawn)A computer-accessible medium having executable instructions to predict outages of an information technology resource, the executable instructions capable of directing a processor to perform:

generating a singular risk score from infrastructure performance data of the information technology resource and process data of the information technology resource; and

providing an alert to a user when the singular risk score exceeds a predetermined threshold.

56. (withdrawn)The computer-accessible medium as in claim 55, wherein generating a singular risk score further comprises:

generating the singular risk score in correspondence to the frequency of outages indicated in the infrastructure performance data and in correspondence to the frequency of changes in the process data.

57. (withdrawn)The computer-accessible medium as in claim 55, wherein the infrastructure performance data further comprises at least one measurement of performance and the process data further comprises at least one measurement of activity, and generating a singular risk score further comprises:

generating a singular score for each of the measurements, each measurement being multiplied by a weighting value associated with each measurement, yielding a plurality of weighted scores; and

summing the plurality of weighted scores, yielding the singular risk score.

58. (withdrawn)The computer-accessible medium as in claim 55, the method further comprising:

collecting (304) the process data (208)from at least one manual-work-process tracking system;

collecting the infrastructure performance data; and

correlating the infrastructure performance data and the process data.

59. (withdrawn)The computer-accessible medium as in claim 58, wherein collecting process data from at least one manual-work-process tracking system further comprises:

collecting process data from at least one change control system; and

collecting infrastructure performance data from at least one automated testing tool, and wherein the infrastructure performance data further comprises at least one of application performance data, server error logs, application post mortem data, and outage data.

60. (withdrawn)A computer-accessible medium having executable instructions to manage data that is predictive of reliability of an information technology system, the executable instructions capable of directing a processor to perform:

collecting process data associated with at least one information technology resource;

collecting infrastructure performance data associated with the at least one information technology resource; and

correlating the infrastructure performance data and the process data for the information technology resource.

61. (withdrawn)The computer-accessible medium as in claim 60, wherein collecting infrastructure performance data further comprises:

collecting infrastructure performance data from at least one automated testing tool, wherein the infrastructure performance data further comprises at least one of application performance data, server error logs, application post mortem data, and outage data, and

wherein collecting process data further comprises:

collecting process data from at least one software-change control system, at least one root-cause analysis system, and at least one service-level control system.

62. (withdrawn)The computer-accessible medium as in claim 60, wherein the correlating further comprises:

correlating application data, server data and database data from the infrastructure performance data and the process data, for the at least one information technology resource, and in reference to organizational control of the resource.

63. (withdrawn)The computer-accessible medium as in claim 60, wherein the correlating further comprises:

correlating at least one type of resource data selected from the group consisting of application resource data, server resource data and database resource data, in reference to a common data object.

64. (withdrawn)The computer-accessible medium as in claim 60, the method further comprising:

generating a risk score for each of the at least one information technology resource from the infrastructure performance data and the process data, wherein the magnitude of each risk score is in correspondence to the frequency of outages indicated in the infrastructure performance data and wherein the magnitude of each risk score is in correspondence to the frequency of changes in the process data.

65. (withdrawn)The computer-accessible medium as in claim 64, wherein the infrastructure performance data further comprises at least one measurement of performance and the process data further comprises at least one measurement of activity, and generating a risk profile further comprises:

generating a plurality of scores by multiplying each measurement with a weighting value associated with each measurement; and

generating a risk score from a sum of the plurality of scores.

66. (withdrawn)A computer-accessible medium having executable instructions to assess reliability of a plurality of information technology resources, the executable instructions capable of directing a processor to perform:

collecting infrastructure data;

collecting process data from at least one change control system; and

generating a risk profile for each of the plurality of information technology resources, from the infrastructure data and the process data.

67. (withdrawn)The computer-accessible medium as in claim 66, wherein collecting infrastructure data further comprises:

collecting infrastructure data from at least one automated testing tool.

68. (withdrawn)The computer-accessible medium as in claim 66, wherein the method further comprises:

correlating the infrastructure data and the process data,

and generating a risk profile further comprises:

generating a risk profile from the correlated data.

69. (withdrawn)The computer-accessible medium as in claim 66, wherein generating a risk profile further comprises:

generating a risk score from the infrastructure data and the process data, wherein the magnitude of the risk score corresponds to the frequency of outages indicated in the infrastructure data and wherein the magnitude of the risk score corresponds to the frequency of changes in the process data, for each of the plurality of information technology resources.

70. (withdrawn)The computer-accessible medium as in claim 66, wherein the infrastructure data further comprises at least one measurement of performance for each of the plurality of information technology resources and the process data further comprises at least one measurement of activity for each of the plurality of information technology resources, and generating a risk profile further comprises:

generating a score for each of the at least one measurement, each measurement being multiplied by a weighting value associated with each measurement, yielding at least one score; and

summing the at least one score, yielding a risk score.

71. (withdrawn)A computer data signal embodied in a carrier wave and representing a

sequence of instructions which, when executed by a processor, cause the processor to perform a method of:

collecting infrastructure performance data from at least one automated testing tool, wherein the infrastructure performance data further comprises at least one of application performance data, server error logs, application post mortem data, and outage data;

collecting process data from at least one of a one service-level control system, a change control system, a root-cause analysis system;

correlating the infrastructure performance data and the process data; and

generating a risk profile for each of the information technology resources from a frequency of outages in the correlated data and a frequency of changes in the correlated data.

72. (withdrawn)The computer data signal as in claim 71, wherein the correlating further comprises:

correlating the infrastructure performance data and the process data for each of the information technology resources.

73. (withdrawn)The computer data signal as in claim 71, wherein the infrastructure performance data further comprises at least one measurement of performance for an information technology resource and the process data further comprises at least one measurement of activity for the information technology resource, and generating a risk profile further comprises:

generating a score for each of the measurements, each measurement being multiplied by a weighting value associated with each measurement, yielding a plurality of scores; and

summing the plurality of scores, yielding a risk score.

74. (withdrawn)A computer data signal embodied in a carrier wave and representing a sequence of instructions which, when executed by a processor, cause the processor to perform a method of:

generating a singular risk score from infrastructure performance data of the information technology resource and process data of the information technology resource; and

providing an alert to a user when the singular risk score exceeds a predetermined threshold.

75. (withdrawn)The computer data signal as in claim 74, wherein generating a singular risk score further comprises:

generating the singular risk score in correspondence to the frequency of outages indicated in the infrastructure performance data and in correspondence to the frequency of changes in the process data.

76. (withdrawn)The computer data signal as in claim 74, wherein the infrastructure performance data further comprises at least one measurement of performance and the process data further comprises at least one measurement of activity, and generating a singular risk score further comprises:

generating a singular score for each of the measurements, each measurement being multiplied by a weighting value associated with each measurement, yielding a plurality of weighted scores; and

summing the plurality of weighted scores, yielding the singular risk score.

77. (withdrawn)The computer data signal as in claim 74, the method further comprising:

collecting (304) the process data (208)from at least one manual-work-process tracking system;

collecting the infrastructure performance data; and

correlating the infrastructure performance data and the process data.

78. (currently amended)A computer-readable medium having tangibly stored thereon computer-executable instructions causing a computer to perform a method comprising~~A computer data signal embodied in a carrier wave and representing a sequence of instructions which, when executed by a processor, cause the processor to perform a method of~~:

collecting process data associated with at least one information technology resource;

collecting infrastructure performance data associated with the at least one information technology resource; and

correlating the infrastructure performance data and the process data for the information technology resource in which associations for individual resources between the infrastructure performance data and the process data are determined in reference to common data object, in which a particular resource is identified by a common name in the common data object, in which

data associated with the common name of each information technology resource is aggregated between various data sources of the infrastructure performance data and the process data.

79. (currently amended)The computer-readable medium~~computer data signal~~ as in claim 78, wherein collecting the process data further comprises:

collecting process data from at least one software-change control system, at least one root-cause analysis system, and at least one service-level control system.

80. (currently amended)The computer-readable medium~~computer data signal~~ as in claim 78, wherein the correlating further comprises:

correlating at least one type of resource data selected from the group consisting of application resource data, server resource data and database resource data, in reference to a common data object.

81. (currently amended)The computer-readable medium~~computer data signal~~ as in claim 78, the method further comprising:

generating a risk score for each of the at least one information technology resource from the infrastructure performance data and the process data, wherein the magnitude of each risk score is in correspondence to the frequency of outages indicated in the infrastructure performance data and wherein the magnitude of each risk score is in correspondence to the frequency of changes in the process data, and

wherein the infrastructure performance data further comprises at least one measurement of performance and the process data further comprises at least one measurement of activity, and generating a risk profile further comprises:

generating a plurality of scores by multiplying each measurement with a weighting value associated with each measurement; and

generating a risk score from a sum of the plurality of scores.

82. (currently amended)A computer-readable medium having tangibly stored thereon computer-executable instructions causing a computer to perform a method comprising~~A computer data signal embodied in a carrier wave and representing a sequence of instructions which, when executed by a processor, cause the processor to perform a method of~~:

collecting infrastructure data;

collecting process data from at least one change control system;[[and]]

correlating the infrastructure data and the process data, the correlating including determining associations for individual resources between the infrastructure performance data and the process data, the determining in reference to a common data object, the determining including identifying a particular resource by a common name in the common data object, wherein data associated with the common name of each information technology resource is aggregated between various data sources of the infrastructure performance data and the process data; and

generating a risk profile for each of the plurality of information technology resources, from the correlated infrastructure data and the process data.

83. (withdrawn)The computer data signal as in claim 82, wherein the method further comprises:

correlating the infrastructure data and the process data,

and generating a risk profile further comprises:

generating a risk profile from the correlated data.

84. (currently amended)The computer-readable mediumcomputer data signal as in claim 82, wherein generating the[[a]] risk profile further comprises:

generating a risk score from the infrastructure data and the process data, wherein the magnitude of the risk score corresponds to the frequency of outages indicated in the infrastructure data and wherein the magnitude of the risk score corresponds to the frequency of changes in the process data, for each of the plurality of information technology resources.

85. (currently amended)The computer-readable mediumcomputer data signal as in claim 82, wherein the infrastructure data further comprises at least one measurement of performance for each of the plurality of information technology resources and the process data further comprises at least one measurement of activity for each of the plurality of information technology resources, and generating a risk profile further comprises:

generating a score for each of the at least one measurement, each measurement being

multiplied by a weighting value associated with each measurement, yielding at least one score; and

summing the at least one score, yielding a risk score.

86. (currently amended)An apparatus including a processor operably coupled to a computer-readable medium, the computer-readable medium having tangibly stored thereon~~comprising~~:

a collector of infrastructure performance data from at least one automated testing tool, wherein the infrastructure performance data further comprises at least one of application performance data, server error logs, application post mortem data, and outage data;

a collector of process data from at least one of a one service-level control system, a change control system, a root-cause analysis system;

a correlator of the infrastructure performance data and the process data in which associations for individual resources between the infrastructure performance data and the process data are determined in reference to common data object, in which a particular resource is identified by a common name in the common data object, in which data associated with the common name of each information technology resource is aggregated between various data sources of the infrastructure performance data and the process data; and

a generator of a risk profile for each of the information technology resources from a frequency of outages in the correlated data and a frequency of changes in the correlated data.

87. (original)The apparatus as in claim 86, wherein the correlator further comprises:

a correlator of the infrastructure performance data and the process data for each of the information technology resources.

88. (original)The apparatus as in claim 86, wherein the infrastructure performance data further comprises at least one measurement of performance for an information technology resource and the process data further comprises at least one measurement of activity for the information technology resource, and the risk profile generator further comprises:

a generator of a score for each of the measurements, each measurement being multiplied by a weighting value associated with each measurement, yielding a plurality of scores; and

an adder of the plurality of scores, yielding a risk score.

89. (withdrawn)An apparatus comprising:

a generator of a singular risk score from infrastructure performance data of the information technology resource and process data of the information technology resource; and

a provider of an alert to a user when the singular risk score exceeds a predetermined threshold.

90. (withdrawn)The apparatus as in claim 89, wherein generator of the singular risk score further comprises:

a generator of the singular risk score, the score being in correspondence to a frequency of outages indicated in the infrastructure performance data and in correspondence to a frequency of changes in the process data.

91. (withdrawn)The apparatus as in claim 89, wherein the infrastructure performance data further comprises at least one measurement of performance and the process data further comprises at least one measurement of activity, and the generator of the singular risk score further comprises:

a generator of a singular score for each of the measurements, each measurement being multiplied by a weighting value associated with each measurement, yielding a plurality of weighted scores; and

an adder of the plurality of weighted scores, yielding the singular risk score.

92. (withdrawn)The apparatus as in claim 89, the method further comprising:

a collector of the process data from at least one manual-work-process tracking system;

a collector of the infrastructure performance data; and

a correlator of the infrastructure performance data and the process data.

93. (currently amended)An apparatus <u>including a processor operably coupled to a computer-readable medium, the computer-readable medium having tangibly stored thereon</u>~~comprising~~:

a collector of process data associated with at least one information technology resource;

a collector of infrastructure performance data associated with the at least one information technology resource; and

a correlator of the infrastructure performance data and the process data for the

information technology resource, the correlating including determining associations for individual resources between the infrastructure performance data and the process data, the determining in reference to a common data object, the determining including identifying a particular resource by a common name in the common data object, wherein data associated with the common name of each information technology resource is aggregated between various data sources of the infrastructure performance data and the process data.

94. (currently amended)The apparatus as in claim 93, wherein the[[a]] collector of process data further comprises:

a collector of process data from at least one software-change control system, at least one root-cause analysis system, and at least one service-level control system.

95. (original)The apparatus as in claim 93, wherein the correlator of further comprises:

a correlator of at least one type of resource data selected from the group consisting of application resource data, server resource data and database resource data, in reference to a common data object.

96. (original)The apparatus as in claim 93, the apparatus further comprising:

a generator of a risk score for each of the at least one information technology resource from the infrastructure performance data and the process data, wherein the magnitude of each risk score is in correspondence to the frequency of outages indicated in the infrastructure performance data and wherein the magnitude of each risk score is in correspondence to the frequency of changes in the process data, and

wherein the infrastructure performance data further comprises at least one measurement of performance and the process data further comprises at least one measurement of activity, and a generator of a risk profile further comprises:

a generator of a plurality of scores that is operable to multiply each measurement with a weighting value associated with each measurement; and

a generator of a risk score from a sum of the plurality of scores.

97. (currently amended)An apparatus including a processor operably coupled to a computer-readable medium, the computer-readable medium having tangibly stored thereon~~comprising~~:

a collector of infrastructure data;

a collector of process data from at least one change control apparatus;[[and]]

a correlator of the infrastructure data and the process data in which associations for individual resources between the infrastructure performance data and the process data are determined in reference to common data object, in which a particular resource is identified by a common name in the common data object, in which data associated with the common name of each information technology resource is aggregated between various data sources of the infrastructure performance data and the process data; and

a generator of a risk profile from the correlated data for each of the plurality of information technology resources, from the infrastructure data and the process data.

98. (withdrawn)~~The apparatus as in claim 97, wherein the method further comprises:~~

~~a correlator of the infrastructure data and the process data,~~

~~and wherein the generator of the risk profile further comprises:~~

~~a generator of the risk profile from the correlated data.~~

99. (currently amended)The apparatus as in claim 97, wherein the generator of the risk profile further comprises:

a generator of a[[the]] risk score from the infrastructure data and the process data, wherein the magnitude of the risk score corresponds to the frequency of outages indicated in the infrastructure data and wherein the magnitude of the risk score corresponds to the frequency of changes in the process data, for each of the plurality of information technology resources.

100. (original)The apparatus as in claim 97, wherein the infrastructure data further comprises at least one measurement of performance for each of the plurality of information technology resources and the process data further comprises at least one measurement of activity for each of the plurality of information technology resources, and a generator of a risk profile further comprises:

a multiplier of the at least one measurement to a weighting value associated with each measurement, yielding at least one score; and

an adder of the at least one score, yielding a risk score.

101. (currently amended)A system to manage outages of information technology resources, the system including a processor operably coupled to a computer-readable medium, the computer-readable medium having tangibly stored thereon~~comprising~~:

apparatus operable to collect infrastructure performance data from at least one automated testing tool, wherein the infrastructure performance data further comprises at least one of application performance data, server error logs, application post mortem data, and outage data;

apparatus operable to collect process data from at least one of a one service-level control system, a change control system, a root-cause analysis system;

apparatus operable to correlate the infrastructure performance data and the process data in which associations for individual resources between the infrastructure performance data and the process data are determined in reference to common data object, in which a particular resource is identified by a common name in the common data object, in which data associated with the common name of each information technology resource is aggregated between various data sources of the infrastructure performance data and the process data; and

apparatus operable to generate a risk profile for each of the information technology resources from a frequency of outages in the correlated data and a frequency of changes in the correlated data.

102. (currently amended)The system as in claim 101, wherein the apparatus operable to correlat~~cing means~~ further comprises:

apparatus operable to correlate application data, server data and database data from the infrastructure performance data and the process data.

103. (previously presented)The system as in claim 101, wherein the apparatus operable to correlate further comprises:

apparatus operable to correlate the infrastructure performance data and the process data for each of the information technology resources, in reference to organizational control of the resources.

104. (previously presented)The system as in claim 101, wherein the infrastructure performance data further comprises at least one measurement of performance for an information technology resource and the process data further comprises at least one measurement of activity

for the information technology resource, and the apparatus operable to generate a risk profile further comprises:

apparatus operable to generate a score for each of the measurements, each measurement being multiplied by a weighting value associated with each measurement, yielding a plurality of scores; and

apparatus operable to sum the plurality of scores, yielding a risk score.

105. (previously presented)The system as in claim 104, wherein the apparatus operable to generate a score for each of the measurements further comprises:

apparatus operable to generate the score with a higher magnitude for an increasing frequency of outages of the information technology resource as indicated in the infrastructure performance data;

apparatus operable to generate the score with a higher magnitude for an increasing frequency of changes of the information technology resource as indicated in the process data;

apparatus operable to generate the score with a lower magnitude for a decreasing frequency of outages of the information technology resource as indicated in the infrastructure performance data; and

apparatus operable to generate the score with a lower magnitude for a decreasing frequency of changes of the information technology resource as indicated in the process data.

106. (withdrawn)A system to predict outages of an information technology resource, the system comprising:

means for generating a singular risk score from infrastructure performance data of the information technology resource and process data of the information technology resource; and

means for providing an alert to a user when the singular risk score exceeds a predetermined threshold.

107. (withdrawn)The system as in claim 106, wherein the means for generating a singular risk score further comprises:

means for generating the singular risk score in correspondence to the frequency of outages indicated in the infrastructure performance data and in correspondence to the frequency of changes in the process data.

108. (withdrawn)The system as in claim 106, wherein the infrastructure performance data further comprises at least one measurement of performance and the process data further comprises at least one measurement of activity, and the means for generating a singular risk score further comprises:

means for generating a singular score for each of the measurements, each measurement being multiplied by a weighting value associated with each measurement, yielding a plurality of weighted scores; and

means for summing the plurality of weighted scores, yielding the singular risk score.

109. (withdrawn)The system as in claim 106, the system further comprising:

means for collecting (304) the process data (208)from at least one manual-work-process tracking system;

means for collecting the infrastructure performance data; and

means for correlating the infrastructure performance data and the process data.

110. (withdrawn)The system as in claim 109, wherein collecting process data from at least one manual-work-process tracking system further comprises:

means for collecting process data from at least one change control system; and

means for collecting infrastructure performance data from at least one automated testing tool, and wherein the infrastructure performance data further comprises at least one of application performance data, server error logs, application post mortem data, and outage data.

111. (currently amended)A system to manage data that is predictive of reliability of an information technology system, the system including a processor operably coupled to a computer-readable medium, the computer-readable medium having tangibly stored thereon~~comprising~~:

apparatus operable to collect process data associated with at least one information technology resource;

apparatus operable to collect infrastructure performance data associated with the at least one information technology resource; and

apparatus operable to correlate the infrastructure performance data and the process data

for the information technology resource in which associations for individual resources between the infrastructure performance data and the process data are determined in reference to common data object, in which a particular resource is identified by a common name in the common data object, in which data associated with the common name of each information technology resource is aggregated between various data sources of the infrastructure performance data and the process data.

112. (previously presented)The system as in claim 111, wherein the apparatus operable to collect infrastructure performance data further comprises:

apparatus operable to collect infrastructure performance data from at least one automated testing tool, wherein the infrastructure performance data further comprises at least one of application performance data, server error logs, application post mortem data, and outage data, and

wherein the apparatus operable to collect process data further comprises:

apparatus operable to collect process data from at least one software-change control system, at least one root-cause analysis system, and at least one service-level control system.

113. (previously presented)The system as in claim 111, wherein the apparatus operable to correlate further comprises:

apparatus operable to correlate application data, server data and database data from the infrastructure performance data and the process data, for the at least one information technology resource, and in reference to organizational control of the resource.

114. (previously presented)The system as in claim 111, wherein the apparatus operable to correlate further comprises:

apparatus operable to correlate at least one type of resource data selected from the group consisting of application resource data, server resource data and database resource data, in reference to a common data object.

115. (currently amended)The system as in claim 111, wherein the system further comprises:

apparatus operable to generate a risk score for each of the at least one information technology resource from the infrastructure performance data and the process data, wherein the

magnitude of each risk score is in correspondence to the frequency of outages indicated in the infrastructure performance data and wherein the magnitude of each risk score is in correspondence to the frequency of changes in the process data.

116. (previously presented)The system as in claim 115, wherein the infrastructure performance data further comprises at least one measurement of performance and the process data further comprises at least one measurement of activity, and the apparatus operable to generate a risk profile further comprises:

apparatus operable to generate a plurality of scores by multiplying each measurement with a weighting value associated with each measurement; and

apparatus operable to generate a risk score from a sum of the plurality of scores.

117. (currently amended)A system to assess reliability of a plurality of information technology resources, the system including a processor operably coupled to a computer-readable medium, the computer-readable medium having tangibly stored thereon~~comprising~~:

apparatus operable to collect infrastructure data;

apparatus operable to collect process data from at least one change control system;

apparatus operable to correlate the infrastructure data and the process data in which associations for individual resources between the infrastructure performance data and the process data are determined in reference to common data object, in which a particular resource is identified by a common name in the common data object, in which data associated with the common name of each information technology resource is aggregated between various data sources of the infrastructure performance data and the process data; and

apparatus operable to generate a risk profile for each of the plurality of information technology resources, from the correlated infrastructure data and the process data.

118. (previously presented)The system as in claim 117, wherein the apparatus operable to collect infrastructure data further comprises:

apparatus operable to collect infrastructure data from at least one automated testing tool.

119. (withdrawn)The system as in claim 117, wherein the system further comprises:

apparatus operable to correlate the infrastructure data and the process data, and the apparatus operable to generate a risk profile further comprises:

apparatus operable to generate a risk profile from the correlated data.

120. (previously presented)The system as in claim 117, wherein the apparatus operable to generate a risk profile further comprises:

apparatus operable to generate a risk score from the infrastructure data and the process data, wherein the magnitude of the risk score corresponds to the frequency of outages indicated in the infrastructure data and wherein the magnitude of the risk score corresponds to the frequency of changes in the process data, for each of the plurality of information technology resources.

121. (previously presented)The system as in claim 117, wherein the infrastructure data further comprises at least one measurement of performance for each of the plurality of information technology resources and the process data further comprises at least one measurement of activity for each of the plurality of information technology resources, and the apparatus operable to generate a risk profile further comprises:

apparatus operable to generate a score for each of the at least one measurement, each measurement being multiplied by a weighting value associated with each measurement, yielding at least one score; and

apparatus operable to add the at least one score, yielding a risk score.

122. (withdrawn)A computer-accessible medium having executable instructions to manage outages of information technology resources, the executable instructions capable of directing a processor to perform:

identifying measurements in infrastructure data and process data that are indicative of failure rates of information technology resources;

determining significance of each of the measurements; and

modifying a method for calculating risk from the significance.

123. (withdrawn)The computer-accessible medium as in claim 122, wherein the method is performed periodically in order to heuristically update failure prediction analysis.

124. (withdrawn)The computer-accessible medium as in claim 122, wherein the method for calculating risk further comprises:

generating a score for each of the measurements, each measurement being multiplied by a weighting value associated with each measurement, yielding a plurality of scores; and

summing the plurality of scores, yielding a risk score.